



HUMAN RESOURCES, Texas Commission on Fire Protection
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JOB ANNOUNCEMENT

Customer Service Representative III		GROUP/STEP A/13	JOB NO. 20141001
APPLICATION DATES:	October 1, 2014 – Until filled	MONTHLY SALARY:	\$2,453.25 – 2,667.00
LOCATION:	Austin, Texas	TRAVEL:	Less than 5%

JOB SUMMARY

Performs routine and detailed customer service and administrative support tasks. Work involves providing external customer service support and receiving and responding to public inquiries. Typical duties include: entering data with a high level of accuracy; compiling and distributing special correspondence; managing records, reports and documents that are sensitive in nature; and working collaboratively with staff on a variety of assigned projects. Works under moderate supervision with limited latitude for the use of initiative and independent judgment.

ESSENTIAL JOB FUNCTIONS

- Communicates with the public in person, by telephone, by e-mail or regular correspondence, by fax, or over the internet. Responds to customer inquiries and maintains customer accounts according to specific guidelines and procedures. Relays information regarding agency rules and regulations for fire service training and testing issues.
- Receives and processes applications and payments for state services. Routes information to appropriate personnel, and files associated paperwork. Verifies the accuracy of information entered into specialized database. Processes training and testing requests, prepares related materials and documentation, and distributes it accordingly. Creates and maintains activity logs, files, and reports.
- Reviews and routes general correspondence, and performs varied clerical tasks. Collaborates with Training Approval & Testing team and other agency teams on varied projects.
- Plans, coordinates and completes other duties as assigned.

MINIMUM QUALIFICATIONS

- Two years full-time experience in customer service, clerical or administrative support work.
- Knowledge of office practices and administrative procedures.
- Skill in the use of standard office equipment and software to compile and maintain records and files.
- Ability to communicate and interact effectively with members of the public, respond to public inquiries in a timely manner, implement administrative procedures, and interpret rules, regulations, policies, and procedures.
- Professional demeanor.

PREFERRED QUALIFICATIONS

- Graduation from a standard senior high school.
- Proficiency in the use of Microsoft Office Suite, specifically Outlook, Word, and Access database management is preferred.
- Experience working with a state agency or responding timely to public inquiries.

KNOWLEDGE, SKILLS AND ABILITIES

- Candidates must have effective oral and written communication skills.
- Selected candidate must pass a background check.

This posting is not intended to be a comprehensive description of the position but includes the overall functions. Regular and punctual attendance is required.

APPLICATION INSTRUCTIONS

For this position, the following materials are required. Please submit them via email to hr@tcfp.texas.gov.*

- 1) Letter of interest
- 2) Completed [State of Texas Job Application](#)
- 3) Completed Qualification Data Sheet (on the agency’s website: www.tcfp.texas.gov)

Important Note: Application packets must include all three of the required documents above. Incomplete application packets are not forwarded to selection committee.

*You may also submit application via US Mail to the mailing address above, attention: **Human Resources**.

The Texas Commission on Fire Protection is an Equal Opportunity Employer

The Texas Commission on Fire Protection does not discriminate on the basis of race, color, age, national origin, sex, religion or disability. Applicants from underrepresented groups are encouraged to apply. Form DD-214 is required for all applicants declaring veteran status. Your application for employment with this agency may subject you to a criminal background check. *Please Note:* Only applicants scheduled for interviews will be contacted. If you are scheduled for an interview and require reasonable accommodation in our interview process, please inform the hiring representative who calls you to schedule your interview. Thank you for considering employment with the Texas Commission on Fire Protection.